

## RCFE Consumer Information Initiative – Project Announcement

The Community Care Licensing Division (CCLD) is pleased to announce a partnership with the California Health Care Foundation (CHCF) and the University of California San Francisco (UCSF). The partnership is embarking on an important new consumer initiative for licensed elder care homes. The goal of the initiative is to provide consumers with improved information for the evaluation and selection of Residential Care Facilities for the Elderly (RCFE) in California.

The CHCF is generously providing the funding required for this project, through a grant which will be administered by the UCSF. The project will be 12-18 months in duration and will establish a foundation to enable the future web search of the improved RCFE consumer information. There are two primary business objectives for the project:

- To identify a standardized set of informational content, such as descriptions of the care home, the type of clients in care, and the care home services and amenities; and to develop a means to electronically capture the information that *is most essential* for an effective consumer evaluation of senior care homes. The CCLD's website at [www.myccl.ca.gov](http://www.myccl.ca.gov) will be upgraded over the next 9-12 months to enable RCFE consumer information entry by licensees or their designees.
- To develop new deficiency citation language for licensing RCFE inspection reports that will be more easily understood by both licensees and consumers. The new deficiency language will then be incorporated into the CCLD's laptop computer system supporting the licensing inspection process during the fall of 2010.

Our partnership has assembled an exceptional project staff for this effort. Teri Boughton is the project liaison from the CHCF. The project team includes Dr. Robert Newcomer, Dr. Cristina Flores and Terry Donnelly from the UCSF. UCSF will provide grant administration and brings a wealth of expertise in RCFE information reporting. Under the auspices of UCSF, we have also secured the services of former CCLD managers Martha Mills, Dennis Walker and Victoria Cowan. The CCLD representatives provide licensing program expertise and perspective as well as knowledge of the capabilities and strategic direction of licensing information systems. CCLD has also designated Gary Palmer, the Branch Chief of the CCLD Policy and Technical Support Branch, to provide management oversight and internal CCLD coordination with the project staff.

A project workgroup has also been established to obtain the input, perspective and guidance of interested stakeholders during the course of the project. The work group includes RCFE licensee representatives, advocates, placement specialists and unaffiliated consumers. There will be periodic work group meetings for project planning

and review of project work products. To ensure project transparency and facilitate communications with anyone interested in this project, CCLD will also publish the project plan and other major project deliverables on our website at [www.myccl.ca.gov](http://www.myccl.ca.gov).

All the members of our partnership look forward to working with you on this mutually beneficial project!